

Leadership:

That's What it is About

The Ten Principles We Work By

- Supervisors are committed to providing a safe, drug-free and secure workplace for employees.
- We will treat each other with dignity and respect. We will not allow anything else.
- Effective communications is everyone's job-supervisors must create the environment.

Ten Principles (cont.)

- We recognize that a major function of supervising is listening !
- Supervisors and managers agree to work collaboratively to solve problems.
- We are all responsible and accountable for doing our job in a quality manner.
- Turf issues must be subordinate to the division and agency goals.

Ten Principles (Cont.)

- We commit to the training and development of staff.
- We will actively work toward timely resolution of customer needs and will seek to be the service provider of choice for those customers.
- The pursuit of excellence is our goal. We will continue to seek ways to improve the way we do business.

Ten Principles (cont.)

- We recognize that a major function of supervising is listening !
- Supervisors and managers agree to work collaboratively to solve problems.
- We are all responsible and accountable for doing our job in a quality manner.
- Turf issues must be subordinate to the division and agency goals.

Mission Statement

- The Division of Capitol Facilities, Department of General Administration , provides high quality facilities while preserving the rich heritage of the Capitol campus with optimum economy and effectiveness to facilitate state agencies achieving their assigned missions.

Our Goal

- An organization That:
- Is working towards a clear, common purpose and identity
- Is customer focused
- Is result oriented
- Shared goals and values
- Enjoys high credibility for excellent services and programs

Core Values

- Customer needs are more important than anything else
- Flexibility and “yes we can” is our attitude
- We are always open to new ideas
- There is always a better way

Intent

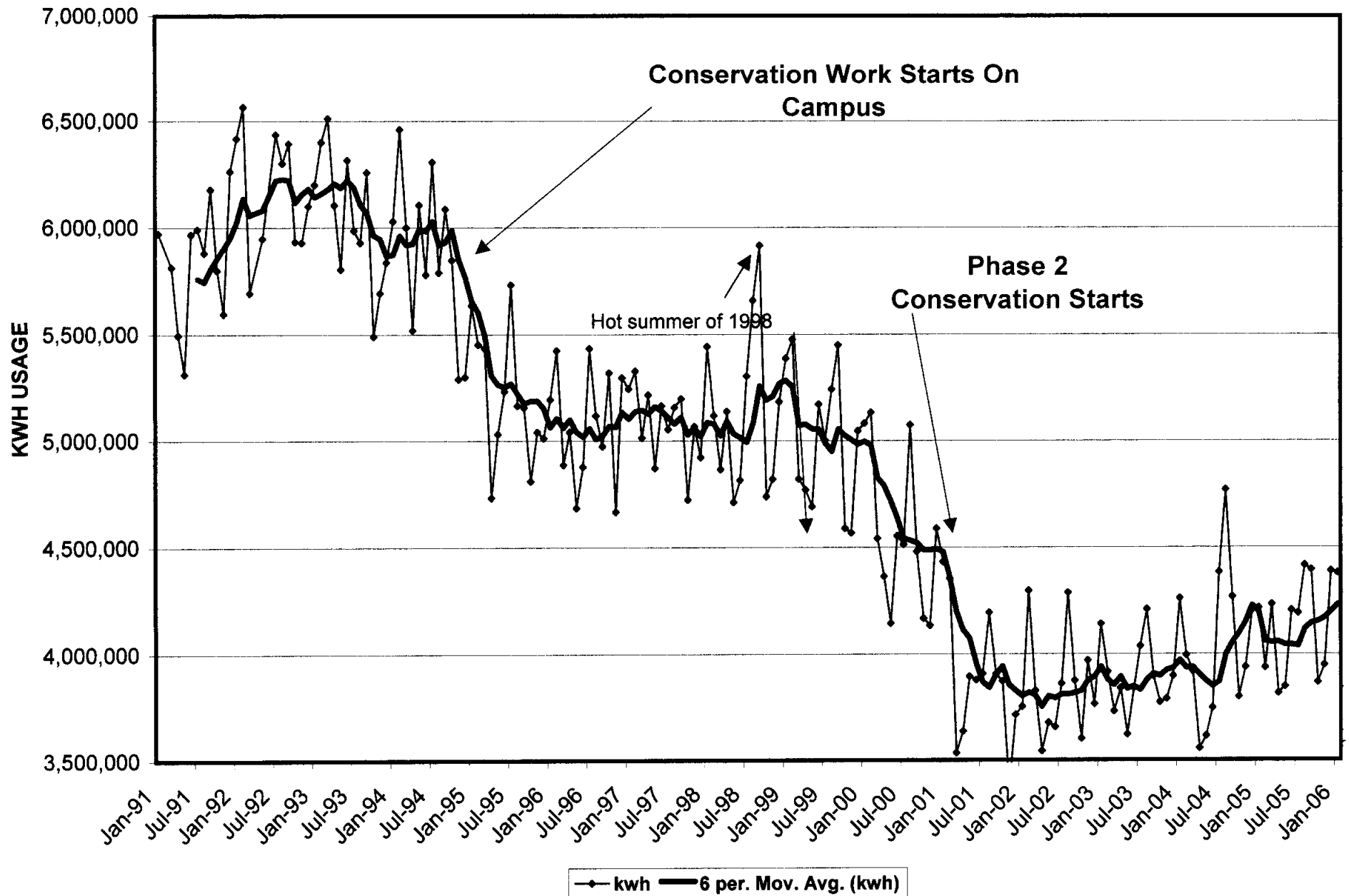
- To institutionalize an organizational culture which seeks to utilize the creativity, ingenuity, and initiative of our people

Special Areas

- Ground Operations
- Energy Management
- Security
- Customer Services
- Emergency Management

Capitol Campus Electrical Energy Usage

January 1991 to February 2006



Based on 2,278,000 square feet

TIME

Prepared by Kevin Warner

Keys to Success

- Be mission driven-driven versus rule-driven
- Results oriented
- Customer focused
- Have a clear vision and direction
- Identify and follow core values
- Focus on outcomes versus inputs
- Emphasis both mission and human aspects

Motivating

- 1. Full appreciation
- 2. Interesting work
- 3. Feeling of being in on things
- 4. Good working conditions
- 5. Job security
- 6. Promotion and growth
- 7. Good wages

Motivation (cont.)

- 8. Sympathetic help with personal problems
- 9. Loyalty
- 10. Tactful discipline

Highest Human Needs

- 1. Feel important
- 2. Being treated with respect
- 3. The opportunity to make a difference
- 4. Recognition